



12-0804

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2151

THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of: § Docket Number: 11433RRUS01U  
Holden, et al. § (22171.177.02)  
§  
Serial No.: 09/735,427 § Customer No. 27683  
§  
Filed: December 12, 2000 § Group Art Unit: 2151  
§  
For: SYSTEM AND METHOD FOR § Examiner: Phillips, Hassan A.  
DYNAMIC QUEUING IN AN §  
AUTOMATIC CALL DISTRIBUTOR §

Entered per

RUE

02/07/05

T. D.

RESPONSE

Mail Stop Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

In response to the Office Action of October 7, 2004, please reconsider the application in light of the following remarks:

**Amendments to the Claims** begin on page 2 of this paper.

**Remarks** begin on page 7 of this paper.